

TRAVEL FOCUS

GERRINGONG

Booking & Advisory Services Terms & Conditions

Travel Focus Group Pty Ltd trading as Travel Focus Gerringong
Effective 1 October 2026

SUMMARY

References to “us”, “we” and/or “our” in these Booking & Advisory Services Terms & Conditions mean Travel Focus Group Pty Ltd trading as Travel Focus Gerringong.

We are a travel agent. We arrange travel services and sell Travel Products on behalf of third-party travel providers (Providers), including airlines, tour and cruise operators, car hire companies and accommodation providers. We charge Professional Service Fees for providing our Booking & Advisory Services.

Once we have booked a Travel Product on your behalf, your contract for that Travel Product is with the relevant Provider.

Your rights to amend or cancel a Travel Product, and any Provider costs associated with doing so, are governed by the Provider's terms and conditions. Provider amendment and cancellation fees are separate from any Professional Service Fees charged by us, as outlined in our Schedule of Professional Service Fees.

AGENCY

We provide Booking & Advisory Services that assist you to acquire Travel Products from Providers. In arranging those Travel Products, we act as agent for the relevant Provider unless we advise you otherwise.

By acquiring Booking & Advisory Services from us, you agree that you have read and understood these Terms & Conditions and acknowledge that the relevant Provider's terms and conditions also apply to the Travel Products you acquire.

FEES & COMMISSIONS

We charge Professional Service Fees for providing Booking & Advisory Services. The applicable fees are set out in our Schedule of Professional Service Fees and will be disclosed before you commit to the relevant booking or service.

Professional Service Fees are non-refundable once the relevant services have commenced, except where otherwise required by law.

We may receive commissions, fees, rebates, gifts or other financial incentives from Providers in connection with your booking. These amounts form part of our commercial arrangements with Providers and are not refundable to you on cancellation unless otherwise required by law.

OUR LIABILITY

We are responsible for providing our Booking & Advisory Services in accordance with these Terms & Conditions.

Our Booking & Advisory Services come with consumer guarantees under the Australian Consumer Law that cannot be excluded. These include guarantees that our services will be provided with due care and skill, will be reasonably fit for any disclosed purpose, and will be supplied within a reasonable time where no time is specified.

Nothing in these Terms & Conditions excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law or any other law that cannot lawfully be excluded.

Subject to those rights, we are not responsible for technical errors, data corruption, unauthorised access to personal data, inaccuracies in information supplied by you or third parties, or failure to complete a booking where that failure results from circumstances beyond our reasonable control.

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We act as agent for Providers and do not control the delivery of Travel Products by those Providers. Subject to applicable law, we are not liable for loss, delay, additional expense, injury, damage or inconvenience arising from the acts or omissions of a Provider or another third party, or from events beyond our reasonable control.

PROVIDER LIABILITY

Providers supply Travel Products to you under their own terms and conditions. You should read the Provider's terms and conditions before confirming your booking.

The Provider is responsible for the supply and performance of its Travel Product and for any breach of its obligations to you. All bookings are subject to the relevant Provider's terms, conditions and limitations of liability.

BOOKING TERMS

Travel Products are subject to availability and may be withdrawn or changed by the Provider without notice in accordance with the Provider's terms and conditions.

You must provide the correct details for every traveller. Please check names carefully against passports or other travel documents before confirming a booking. We are not responsible for loss or additional costs arising from incorrect information supplied by you.

A Travel Product is not guaranteed until the Provider's booking requirements have been satisfied, including any required payment and ticketing or confirmation process.

You are responsible for checking your travel arrangements before departure and for notifying us promptly if you have not received expected tickets, confirmations or other documents.

You must tell your travel specialist about any medical, dietary, mobility, accessibility or other requirements that may affect your travel arrangements. You should also advise us if you are pregnant where this may affect Provider conditions or travel requirements.

PAYMENT TERMS

Unless otherwise stated, prices are shown in Australian dollars and include GST or other applicable value-added taxes where required.

Payments processed in a foreign currency may incur foreign currency conversion or international transaction fees charged by your financial institution or card provider. These fees are not charged by Travel Focus Group.

Travel Products may be paid either to Travel Focus Group as merchant, or directly to the Provider or another merchant. Where payment is made directly to a Provider or other merchant, their payment, refund and chargeback terms apply to that transaction.

Certain Providers, including some airlines and low-cost carriers, may impose their own payment or card fees where permitted. These fees are determined and charged by the Provider and are separate from fees charged by Travel Focus Group. You will be advised of any applicable Provider fees prior to purchase where known to us.

Where a Provider charges an amount in a foreign currency, any Australian-dollar amount we provide may be an estimate only and the final converted amount may vary according to exchange rates and fees applied by your financial institution.

STANDARD BOOKING PRICE & PROFESSIONAL SERVICE FEE

For all new bookings made from 1 October 2026, a Professional Service Fee of 1.3% of the total booking value, capped at \$500 per booking, applies. Additional service fees listed in the Schedule of Professional Service Fees may also apply where those services are provided.

The Professional Service Fee reflects the professional services involved in arranging and managing your travel, including consultation, itinerary planning where applicable, supplier coordination, booking management and ongoing support. The Professional Service Fee forms part of the Standard Booking Price and will be clearly disclosed before you commit to the booking.

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PREFERRED PAYMENT METHODS

Travel Focus Gerringong offers a Preferred Payment Discount when payment is made using one of our preferred payment methods: bank transfer, PayID, cash or cheque.

The Preferred Payment Discount will be equivalent to the Professional Service Fee applicable to your booking and will be shown as a separate deduction from the Standard Booking Price on your invoice.

If you choose to pay by card, the Standard Booking Price shown on your invoice applies. No additional card surcharge will be added by Travel Focus Group.

Preferred Payment Discounts are subject to payment being received as cleared funds by the due date shown on your invoice and any other conditions disclosed before you commit to the booking.

Bank Transfer

- Account Name: Travel Focus Group
- BSB: 012787
- Account Number: 416103804

PayID: office@travelfocusgroup.com

Cash payments may be made in person at our office. Cheques should be made payable to Travel Focus Group. Please include your name or booking reference when paying by bank transfer or PayID.

SCHEDULE OF PROFESSIONAL SERVICE FEES

Effective 1 October 2026. Fees are inclusive of GST where applicable.

Our fees reflect the level of service and expertise involved in arranging and managing your travel. Depending on the booking or service requested, one or more of the following fees may apply. Any applicable fees will be disclosed before you commit to the relevant service or booking.

Standard Professional Service Fee

1.3% of the total booking value, capped at \$500 per booking.

Covers professional travel services including consultation, itinerary planning where applicable, supplier coordination, booking management and ongoing support.

Airfares: Flight Ticketing & Management

Service	Fee
Domestic & Trans-Tasman	\$55 per person
Southwest Pacific & Asia	\$85 per person
International Short-Haul	\$55 per person (e.g. UK to Italy or USA to Canada)
All Other International	\$185 per person
Frequent Flyer Bookings	\$220 per person – booking on behalf of account holder

Amendments

Service	Fee
Flight Amendments	\$110 per person – in addition to airline fees, fare and tax differences
Non-Air Amendments	\$110 per person – in addition to any supplier fees

Itinerary Planning

Customised Itinerary Planning – \$250 per booking. Credited towards your booking once confirmed.

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Visas

Online E-Visa Fee (including ESTA) – \$55 per visa, in addition to the visa cost.

Cancellation

Service	Fee
Domestic / Trans-Tasman & SW Pacific Air bookings	\$110 per person – in addition to airline fees
International Air bookings	\$330 per person – in addition to airline fees
Non-Air Cancellation	Up to 15% of the booking value – in addition to supplier cancellation fees.

Other

Service	Fee
After Hours & Emergency Assistance	\$85 per request
Insurance Claim Documents	\$110 per claim – waived if insurance was purchased through Travel Focus Group

How fees work together

The Standard Professional Service Fee applies to all new bookings from 1 October 2026. Where additional services are provided, the specific fees listed in this Schedule may also apply. For example, ticketing and management, amendments, cancellations, visa assistance, itinerary planning, after-hours assistance and insurance claim document fees are separate service fees and are not included in the Standard Professional Service Fee. Any applicable fees will be clearly disclosed before you commit to the relevant booking or additional service.

REFUNDS AND CREDITS

If you cancel a Travel Product, your entitlement to a refund or credit is subject to the relevant Provider's terms and conditions and applicable law.

Where a Provider is required to provide a refund or credit, we will liaise with the Provider to facilitate it. We can generally only pass on a refund once the funds have been received from the Provider.

Provider refund processing times vary and may be outside our control.

Any refund or credit may be subject to applicable Professional Service Fees and Provider cancellation or refund fees, except where otherwise required by law.

Where a Provider permits a refund for unused services, the Provider may deduct its own fees in accordance with its terms and conditions.

NO SHOW, CANCELLATIONS AND AMENDMENTS

If you do not show for, check in for or otherwise use a Travel Product, any refund entitlement will be determined by the Provider's terms and applicable law.

If you amend or cancel a Travel Product, our amendment or cancellation fees in the Schedule of Professional Service Fees may apply in addition to any Provider fees, fare differences or other costs.

Many Providers treat name changes and route or itinerary changes as cancellations and may charge accordingly.

We will not charge our cancellation or amendment fee where the cancellation or amendment is required because of our breach of obligations or our fault.

For some low-cost carrier bookings, changes or cancellations may need to be made directly with the airline. We will advise you where this applies.

FORCE MAJEURE

We will not be liable for a failure or delay in performing our obligations where that failure or delay is caused by events beyond our reasonable control.

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If an event beyond our reasonable control affects your Travel Product, your entitlement to a refund, credit or rescheduled travel will depend on the Provider's terms and conditions and applicable law.

Where you are entitled to a refund or credit from a Provider, we will assist in facilitating it.

Professional Service Fees for services already performed are non-refundable in these circumstances, except where otherwise required by law.

LOW-COST FLIGHTS

If we arrange a low-cost carrier flight for you, the booking is also subject to the airline's terms and conditions.

You are responsible for checking that all booking details are correct. Some low-cost carriers require customers to manage changes, cancellations, check-in or ancillary services directly with the airline.

ADDITIONAL AIRLINE CHARGES

Providers may charge additional amounts for services such as baggage, seat selection, meals, ticket changes or other optional services. Please refer to the Provider's terms and conditions for details.

HOTEL / ACCOMMODATION BOOKINGS

Some accommodation Providers require additional amounts to be paid locally, such as resort fees, city taxes or other local charges. These may be payable in addition to the amount shown on your Travel Focus Group invoice.

Local taxes and fees can change and may be payable directly to the Provider at check-in or check-out.

CHANGES IN PRICE AND ITINERARIES

We reserve the right to cancel or decline a booking where we have reasonable grounds to believe it is fraudulent or unlawful.

If a Provider changes your booking for reasons beyond our control, we will use reasonable endeavours to notify you. Your options, including any right to cancel, receive a refund or accept an alternative, will be subject to the Provider's terms and applicable law.

We may update these Terms & Conditions from time to time. The version applying to your booking will generally be the version accepted when you make the booking, unless a change is required by law or otherwise agreed with you.

YOUR OBLIGATIONS

- You are at least 18 years old and have the capacity and authority to enter into a binding contract with us and the relevant Providers.
- If you make a booking on behalf of another traveller, you are authorised to do so and will provide them with these Terms & Conditions and relevant Provider terms.
- Information you provide to us is true, accurate, current and complete.
- You are responsible for reviewing your travel documents and notifying us promptly of any errors.
- You are responsible for obtaining and maintaining appropriate travel insurance for your circumstances.
- You will comply with applicable laws and Provider requirements relating to your travel.

TRAVEL INSURANCE

We strongly recommend comprehensive travel insurance appropriate to your circumstances and destination.

If you intend to rely on complimentary travel insurance provided through a credit card or other financial product, you are responsible for checking the current policy terms, eligibility criteria, activation requirements, exclusions, limits and

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excesses directly with the relevant provider. You should not assume that previous cover or eligibility remains unchanged.

Your travel specialist can provide information about alternative comprehensive travel insurance options where available.

JURISDICTION AND LAW

These Terms & Conditions are governed by the laws of New South Wales, Australia. Subject to any rights you may have under applicable consumer law, the parties submit to the jurisdiction of the courts of New South Wales and any courts entitled to hear appeals from them.

DEFINITIONS

"We", "us" and "our" mean Travel Focus Group Pty Ltd trading as Travel Focus.

"You" and "your" mean the person acquiring our Booking & Advisory Services and, where relevant, any traveller for whom those services or Travel Products are acquired.

"Booking & Advisory Services" means services provided by us to assist you to acquire and manage Travel Products, including advisory and consulting services.

"Force Majeure" means an event beyond a party's reasonable control, including natural disasters, war, terrorism, civil unrest, industrial action, epidemics, pandemics, quarantine restrictions, government action, changes in law, significant transport disruption, breakdown of communications or other similar events.

"Provider" or "Travel Provider" means a third party that supplies a Travel Product.

"Travel Product" means a travel-related service or product supplied by a Provider, such as air travel, accommodation, touring, cruising, car hire or transfers.

"Website" means www.travelfocusgroup.com.

PRIVACY NOTICE

Travel Focus Group Pty Ltd and its associated entities collect personal information to respond to enquiries and provide Booking & Advisory Services, including arranging Travel Products with Providers.

We may use and disclose personal information as reasonably necessary to provide our services, administer bookings, communicate with you and meet legal obligations. Information may be disclosed to Providers, technology and cloud service providers, contractors and other parties involved in your booking, including parties located overseas.

For further information about how personal information is handled, including access, correction and complaints, please refer to the privacy policy linked from our website.

ANNEXURE – TRAVEL TIPS FOR TRAVEL PRODUCTS

The information in this Annexure is general travel guidance and does not form part of the legally binding Terms & Conditions.

PASSPORTS, VISAS AND HEALTH REQUIREMENTS

You are responsible for ensuring that you hold the correct and valid passports, visas, permits and other entry or transit documentation for every destination on your itinerary.

Passport validity and visa requirements vary by destination, nationality and itinerary. Some countries require passports to remain valid for a specified period beyond the date of travel. You should check current requirements with the relevant government, embassy or consulate and Smartraveller before departure.

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You are also responsible for checking current health, vaccination and entry requirements for your destinations and obtaining appropriate medical advice where required.

TRAVEL ADVICE

We recommend reviewing current destination advice issued by the Australian Government through Smartraveller before and during your trip.

TICKETING

Electronic tickets and other travel documents will generally be issued or provided electronically once the relevant booking, payment and Provider requirements have been satisfied. Please check all documents promptly and tell us immediately if anything appears incorrect or has not been received.

BAGGAGE ALLOWANCE

Baggage allowances vary by airline, fare and route. Checked baggage may not be included in your fare. You are responsible for checking the applicable allowance and restrictions before travel.

FREQUENT FLYERS & SPECIAL REQUESTS

Frequent flyer benefits and eligibility are determined by the relevant airline or program. While we can add membership details to eligible bookings, we cannot guarantee that points, status credits or other benefits will be awarded.

Special requests will be passed to the relevant Provider where possible but cannot be guaranteed.

ACCEPTANCE OF TERMS & CONDITIONS

By accepting these Terms & Conditions, or by paying a deposit or other amount after receiving them, you acknowledge that you have read and understood these Terms & Conditions, including the Schedule of Professional Service Fees.

Please retain a copy for your records.